

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission
527 East Capitol Avenue

Springfield, Illinois 62794-9280

For Commission Use Only:

Case 02-0122

Regarding a complaint

by Amy and Rob Ebel
(Person making the complaint)

against Nicor Gas

(Utility name)

as to High Gas Consumption during Dec. 20, 2000 -
February 16, 2001 time period
(Reason for complaint)

in Lockport Illinois.

CHIEF CLERK'S OFFICE

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ILLINOIS
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 14626 W. Stonehaven Lane, Lockport IL 60441

The service address that I am complaining about is 14626 W. Stonehaven Lane, Lockport IL 60441

My home telephone number is 708, 301-6999

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 312, 507-3383

Nicor Gas (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? X Yes No

Has your complaint filed with that office been closed? X Yes No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

Please see attached

Please clearly state what you want the Commission to do in this case.

Relieve our responsibility to pay Nicor Gas for the excessive 691 cubic ft of gas billed to us from the Dec. 2000 through Feb. 16, 2001 timeframe
(691 x 1.019 BTU x .5951 = \$693.82)

Date: _____

(Month, day, and year)

Complainant's signature

Amy S. El

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

David L. Freidberg
11 S. LaSalle Street, Suite 840
Chicago, IL 60603 (312) 263-4224

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

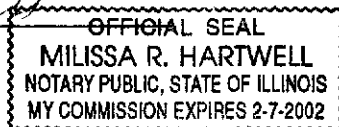
A notary public must watch you fill out this part of the form.

I, *Amy S. El*, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Amy S. El
(Signature)

Subscribed and sworn/affirmed to before me this 1st day of February, 192002

Melissa R. Hartwell
Notary Public, Illinois



NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

(1) Nicor Gas is claiming that we used **1,691 cubic feet of gas** from December 20, 2000 through February 16, 2001 at our personal residence located at 14626 West Stonehaven Lane, Lockport IL. Nicor Gas has billed us for this usage as follows:

February 2001 Bill: \$519.44 (1,000 cub ft x 1.018 BTU x .9397 = 519.44)

April 2001 Bill: \$693.82 (691 x 1.019 BTU x .5951 = \$693.82)

Total \$1,213.26

(2) Based on this claim, the average gas consumption during these 58 days can be calculated as **29.16 cubic feet per day**. This consumption is 3 and a half times greater than the actual daily consumption taken at the end of February (based on meter readings taken by Nicor Gas and us).

(3) Since our house was newly constructed in 2000, we were not able to compare our gas consumption during this period with months from prior years. To try to understand if the 29.16 daily average gas consumption was reasonable, we calculated the run rates of our gas appliances based upon BTU input of these appliances (our gas appliances include furnace, clothes dryer, and water heater). The following scenarios show how our appliances would have to run in order to consume 29.16 cubic feet of gas per day.

- All gas appliances would have to run 15.5 hours per day for 58 days straight, or
- Our furnace and water heater would have to run 18.2 hours per day for 58 days straight, or
- Our furnace would have to run 24.3 hours per day for 58 days straight

(4) To be certain that our furnace was operating correctly, we paid a professional to check our furnace on March 4, 2001. Tinman Heating & Cooling confirmed that our furnace was cycling normally. We would also like to point out that during the December 20th – February 16th time period, our electricity bill had decreased compared to other months (November, Beginning of December). If our furnace had been running for 15–24 hours per day, our electricity consumption should have also increased.

(5) Nicor Gas is claiming that our gas consumption from the December 20, 2000 through the February 16, 2001 time period is correct. Nicor Gas has claimed this consumption is correct due to the accurate test results of our meter. We feel that Nicor Gas did not consider our facts during the investigation of our account. When looking at the run rates of our appliances, I am convinced that we did not use the amount of gas that Nicor is claiming we used. I am so convinced of this that I have proposed Nicor Gas to measure our gas consumption any winter day in 2001/2002 to see if we could use 29.16 cubic feet of gas per day. Nicor Gas has refused to do this. Nicor Gas has offered to “give us a deal” by billing the excessive 691 cubic feet of gas used from the December 20th – February 16th at a lower natural gas cost. (billing the 691 cubic feet of gas at an April price instead of the February price). This would be acceptable if the presumed consumption of gas was at a reasonable level. However, this is not a “deal” if we are paying for gas we feel we did not use.